



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

TDS Metrocom, LLC
for Filing Period 10/1/2008 to 12/31/2008
Tracking Number 2536

Performance Data - Code Part 730

	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	8.00	10.30 *	11.50 *	9.93
B. Operator Answer Time - Information Section 730.510(a)(1)	8.00	10.30 *	11.50 *	9.93
C. Repair Office Answer Time Section 730.510(b)(1)	7.00	16.00	100.00 *	41.00
D. Business or Customer Service Answer Time Section 730.510(b)(1)	158.00 *	190.00 *	188.00 *	178.67 *
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	96.00 %	99.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535	91.00% *	87.00% *	89.00% *	89.00% *
(a)				
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.10	0.90	1.30	1.10
H. Percent Repeat Trouble Reports Section 730.545(c)	0.00 %	0.00 %	0.00 %	0.00 %
I. Percent of Installation Trouble Reports Section 730.545(f)	1.90 %	2.10 %	1.30 %	1.80 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of credits issued for repairs - 24-48 hours	20	15	37	72
C. Number of credits issued for repairs - 48-72 hours	7	4	15	26
D. Number of credits issued for repairs - 72-96 hours	2	3	19	24
E. Number of credits issued for repairs - 96-120 hours	4	1	5	10
F. Number of credits issued for repairs > 120 hours	4	3	6	13
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	3	1	5	9
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0